

Techniques for Improving Performance (T.I.P.S.) Roadmap

We hope that you enjoyed your classroom training and that you have discovered some new skills that can be applied to your career. But why stop there?

As a way to optimize your learning beyond the classroom, the Office of Training has prepared “roadmaps” of Skillsoft courses that complement our classroom training. The recommended group of online courses will significantly expand upon the various classroom topics presented during the training program.

E-learning “roadmaps” may consist of the following e-learning tools:

- **Traditional e-learning videos** that reinforce key concepts related to our classroom training.
- **Short impact series** that offer real workplace issues through reenactments and walk you through resolutions.
- **Interactive challenges** that provide real time application of new skills presented in the form of workplace simulated scenarios.

A Skillsoft Complete Collection subscription is required to access this “roadmap.” If you do not have a subscription, please contact your agency training coordinator for more information about how to obtain the subscription.

Courtesy and Respect

- Backpack to Briefcase: Bring Out the Professional in You! 1 hr. 20 min.
- Emotional Intelligence: Being Aware of the Emotions of Others 33 min.
- Diplomacy and Tact for Every Day 28 min.
- Diplomacy and Tact in Challenging Situations 30 min.
- Building Better Relationships through Understanding 15 min. Challenge

Face-to Face Communication

- Choosing the Right Interpersonal Communication Method to Make Your Point 30 min.
- Roadblocks to Excellent Listening 28 min.
- Listening to improve Conversation 6 min. Business Impact
- Listening with Skill 15 min. Challenge
- Do We Have a Failure to Communicate? 26 min.
- Making Yourself Approachable 6 min. Business Impact
- Trust Building through Effective Communication 25 min.

Conflict Resolution

- Preventing Unhealthy Workplace Conflict 30 min.
- Difficult People: Why They Act That Way and How to Deal With Them 31 min.
- Difficult people: Can't Change Them, so Change Yourself 30 min.
- Coping with Aggressive Behavior in the Workplace 6 min. Business Impact
- Adapting your conflict Style 29 min.
- Personal Conflict Styles 6 min. Impact Series
- Managing Conflict 15 min. Challenge
- Conflict: Avoid, Confront, or Delay? 15 min. Challenge

Teambuilding

- Effective Team Communication 60 min.
- Being an Effective Team Member 60 min.
- Strategies for Building a Cohesive Team 29 min.
- Establishing Team Goals and Responsibilities, and Using Feedback Effectively 30 min.
- Building Peer Relationships 15 min. Challenge
- Building and Leading Teams 15 min. Challenge